Global Services

Broadband Access Solutions

Training Programs

Package Description

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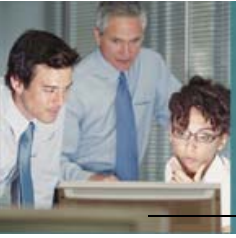

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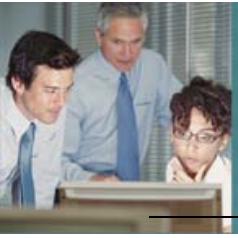


1 Introduction

This revision of the document emphasises training available with the Broadband Access Solutions.

Ericsson has developed an extensive competence development learning portfolio to satisfy the competence needs of our customers in all situations and at all times – from exploring business opportunities, to expertise required for operating a network. The training has been developed to offer clearly defined, yet flexible training paths to target specific technical and business areas within your organization using blended learning – from traditional classroom teaching, to learning off the web for efficient, cost effective and highly successful results.

The Broadband Access Solutions Training Package is a group of training courses, to build up competence when moving into this new technology – Broadband Access.

2 Why invest in Broadband Access Solutions Training?

At Ericsson, we've worked with hundreds of operators and Service Providers worldwide, and we are in a strong position to help. As a leader in developing industry standards for technology and products, we have structured our training packages around your needs, from basics to more advanced operations. Ericsson can identify your training needs and then select the right training package to provide the competencies required for a successful and profitable future.

Benefits

- **Faster time to revenue**

Task orientated, targeted and blended training to ensure staffs is operational in less time

- **Cost efficiency**

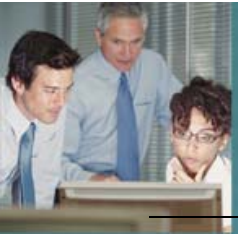
Blended learning for both time and cost efficiency. Lower operational costs provided by task oriented training

- **Increased performance/less churn**

Efficient processes achieved by skilled and competent staff

- **Minimal risk**

Ericsson's vast industry knowledge and experience is available through appropriate training



- **Organizational effectiveness**

Clear and continuous training strategies to motivate staff and provide opportunities for long term business success

3 What's in the Broadband Access Solutions Training Package?

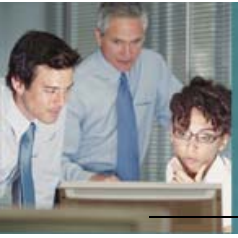
The Broadband Access Solutions training offers a number of training courses ranging from how to explore the business opportunities to how to run the network, and focusing on target groups within different work areas of an operator's organization. For each work area we present standard training flows that match the currently defined job tasks. Continuous development of learning products within the Broadband Access area is happening. Therefore the content and length of the learning products can be changed.

The course flows are focusing on following work areas:

- Network Operation
- Field Maintenance
- Customer Care
- Business Management

To ease the use of this document, the courses contained in the course flows are abbreviated, reflecting the type of course and/or methodology. The meaning of each abbreviation is given below:

- Instructor-Led Training (ILT)
- Web Based Learning (WBL)
- Multimedia Based Learing (MBL)
- Streaming Video (SV)
- Virtual Classroom Training (VCT)



4 Datacom Technology Fundamentals

4.1 Introduction to IP Networks, WBL (FAB 102 1313)

This is a complete Web Based Learning flow that provides a comprehensive introduction to the underlying principles of data communications. The flow is integrated into the IP Fundamentals flow FAB 102 1314 and contains information on how a PC communicates with other devices and networks, modern LAN and WAN technologies and concepts, the TCP/IP protocol suite, mobile network technologies, network architecture and applications and the management of data networks.

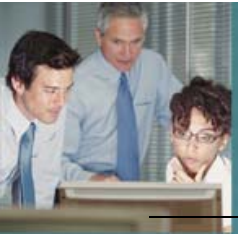
This flow also serves to introduce topics that will be covered in more detail in further Ericsson courses.

4.1.1 Main Learning Objectives

1. Describe how to connect a PC to a datacom network
2. Explain the basics of networking, Local Area Networks (LAN) and the Ethernet Standard
3. Describe Wireless Local Area Networks (WLAN)
4. Describe the basic concepts of IP networking
5. Describe the basic concepts of IP internetworking
6. Describe how to use the network and describe IP network applications
7. Explain the TCP/IP data communications architecture
8. Understand fixed network connections: access networks
9. Understand the basic concepts of mobile access
10. Describe the technologies in the core network
11. Define core network architectures
12. Understand network operation and maintenance

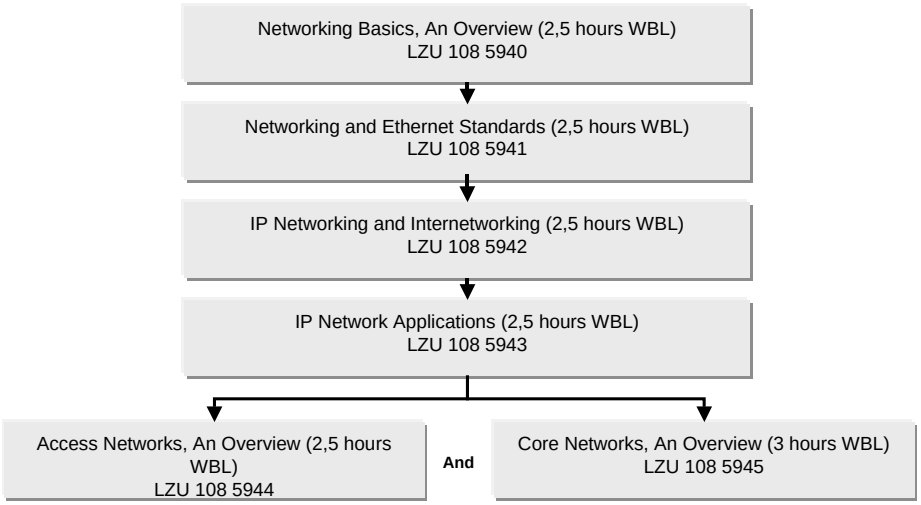
4.1.2 Prerequisites

There are no prerequisites to this course flow.General telecommunication knowledge might be of advantage, though.



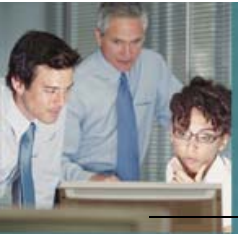
4.1.3 Training Flow

Introduction to IP Networks, WBL (FAB 102 1313)



4.2 IP Fundamentals

The IP Fundamentals training flow targets all technical personnel requiring knowledge on the TCP/IP protocol suite describing IP addressing principles and the purpose and operation of different protocols such as IP, TCP, UDP, ICMP, ARP. The flow gives a short historical introduction to the technology but the focus is mainly of the different protocol structures and transfer mechanisms. Practical networking exercises are included to prepare participants for real life challenges. Throughout the course flow, hands-on labs are used to pinpoint important aspects of theory sessions.



4.2.1 Main Learning Objectives

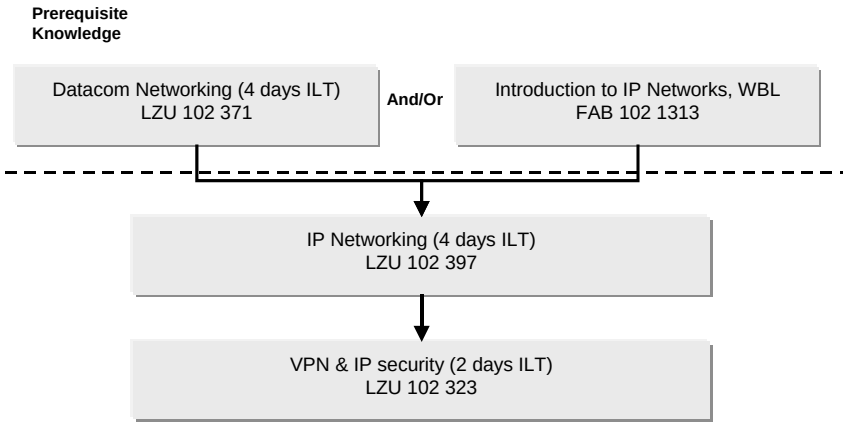
1. Describe IPv4 and IPv6 protocol, addressing and subnetting / aggregation
2. Describe the purpose and operation of different protocols such as TCP, UDP, ICMP, SMTP, POP3, IMAP, ARP, DNS and DHCP
3. Describe the purpose and operation of different network devices and routing protocols used in IP networking
4. Describe the threats and security issues in the IP networks
5. Describe the devices and services in building a secure network
6. Describe Encryption technologies, security services and certificates
7. Describe Encryption technologies, security services and certificates

4.2.2 Prerequisites

The participants of this course flow should have attended the course Datacom Networking and should have worked through the courses of the flow Introduction to IP Networks, WBL (FAB 102 1313), or have equivalent knowledge n the area of IP Networks and Protocols and datacommunication technologies.

4.2.3 Training Flow

IP Fundamentals (FAB 102 1314)



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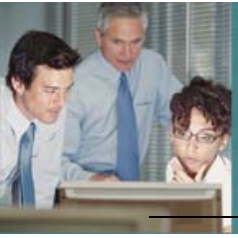


4.3 IPv6 Fundamentals (FAB 102 1383)

IPv6 is coming into IP Networks now and brings the need of adaptng the competence to this new protocol. This course flow provides the competence to understand the transition to IPv6 networks and co-existence of IPv4 and IPv6 networks.

The course IPv6 and Transition from IPv4 to IPv6 gives a profound technical presentation of the Internet protocol IPv6. The course will also discuss different IPv4-IPv6 transition mechanisms. After this course it will be clear how IPv6 will function in a network and how IPv6 can co-exist with IPv4.

The course IPv6 and Transition from IPv4 to IPv6, Hands-on deals in addition with different challenges, problems and solutions concerning the transition from IPv4 to IPv6 networks. The transition mechanisms will be configured practically in a network in this course.

Participants just wanting to get to know about the priciples may attend the first course, while participants needing practical experience in configuring an IPv6 network are recommended to attend the hands-on course, which also covers the theory part of the theoretical course.

4.3.1 Main Learning Objectives

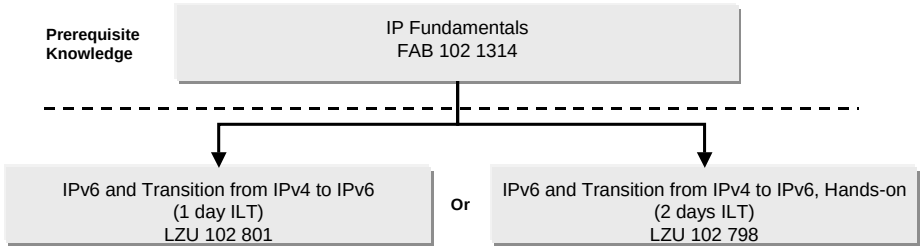
1. Describe the protocol IPv6 on an advanced level.
2. Describe some of the important Transition Mechanisms between IPv4 and IPv6.
3. Get an overview of how the Transition Mechanisms work when setting up an IPv6 network.
4. Set up an IPv6 network configuring routers and hosts.

4.3.2 Prerequisites

Participants of this flow shall have attended the course flow IP Fundamentals (FAB 102 1314).

4.3.3 Training Flow

IPv6 Fundamentals (FAB 102 1383)



4.4 IPv6 Routing Configuration (FAB 102 1384)

This course flow consits of a profound technical presentation of the routing protocols RIPng, OSPFv3, ISIS and BGP4+. The protocols and their different functions in the Internet are discussed.

The flow is mant for personnel working with operation, configuration and planning of IPv6 networks.

4.4.1 Main Learning Objectives

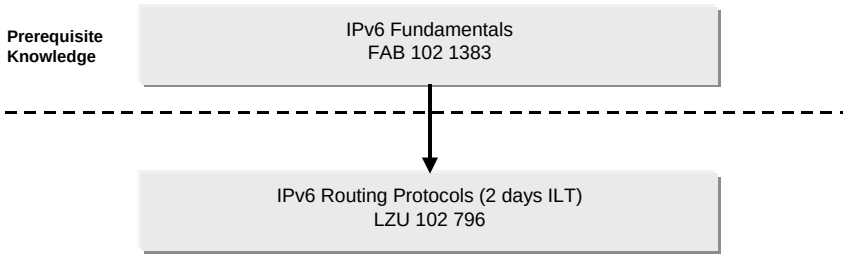
1. Know how the Routing Protocols are used in IPv6
2. Know how they are working on a router and the hosts of an IPv6 network

4.4.2 Prerequisites

Participants of this course flow should have attended the course flow for IPv6 Fundamentals (FAB 102 1383).

4.4.3 Training Flow

IPv6 Routing Configuration (FAB 102 1384)



4.5 IPv6 Advanced Network Configuration (FAB 102 1385)

This course flow is a profound technical presentation of the Internet protocol IPv6, Transitions Mechanisms from IPv4 to IPv6 and of the advanced features related to IPv6: QoS (DiffServ, RSVP / IntServ) and IPSec. IPv6 and these features are essential in a 3G/UMTS cellular network. These subjects will be discussed and related to examples in real life.

The participants will learn how to configure the advanced features on an IPv6 router. Examples of how to configure a host in an IPv6 network will be presented.

4.5.1 Main Learning Objectives

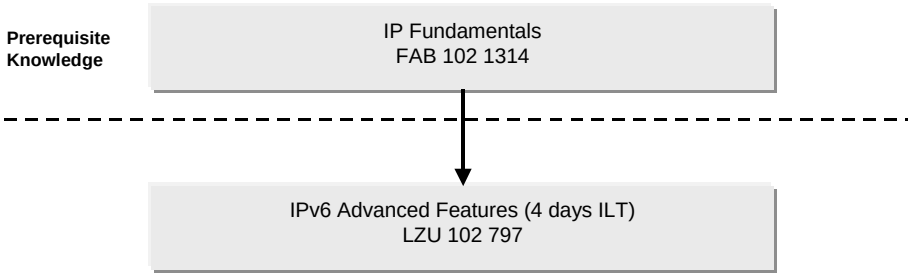
1. Describe the protocol IPv6 on an advanced level.
2. Describe and configure the Transition Mechanisms between IPv4 and IPv6.
3. Understand how QoS (DiffServ, RSVP / IntServ) and IPSec are working.
4. Configure these mechanisms and features on a router.
5. Configure a host in an IPv6 network.

4.5.2 Prerequisites

Participants of this course flow should have attended the course flow for IPv6 Fundamentals (FAB 102 1383).

4.5.3 Training Flow

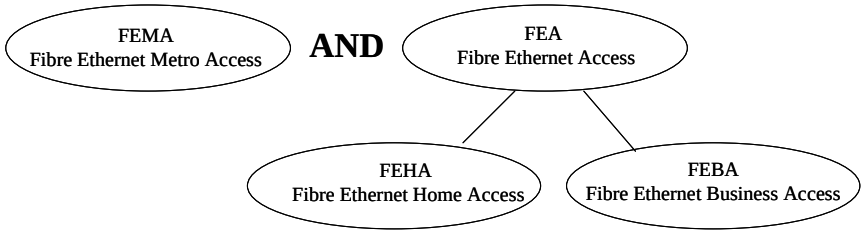
IPv6 Advanced Network Configuration (FAB 102 1385)



5 Fiber Ethernet Access (FEA)

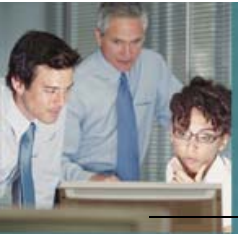
There exists three different access solutions within the Fibre Ethernet Network Solutions concept. They are to be seen as in the hierachical solution structure specified below which shows how the solution names are related.

Fibre Ethernet Network Solutions



The FEA solutions (FEHA/FEBA) are solutions that target homes, SOHOs and small businesses and enterprises. The network part of the FEHA and FEBA solutions is the system AXC 105, which is a network that use layer two mechanisms for e.g. service distribution. The AXC 105 system provides customers with standard fibre or copper Cat5 Ethernet interfaces at 100 Mbps.

Included components in the FEHA and FEBA solutions are listed below.



FEBA – Fibre Ethernet Business Access

HL950 Multi-service edge device
AXC 105
IP Telephony

FEHA – Fibre Ethernet Home Access
Digital Residential Gateway (DRG)
AXC 105
IP Telephony

The Fiber Ethernet Metro Access (FEMA) solution aggregates traffic from several broadband island solutions such as FEHA and FEBA. The FEMA solution offers extremely high capacity metro transmission based on Ethernet as carrier technology. Furthermore, the solution provides direct access for large enterprises, data centers and service providers that need high capacity connections such as 1 Gbps and 10 Gbps.

FEMA - Fibre Ethernet Metro Access
Extreme networks Ethernet switches
AXI 520/580 (IP Core routers)

5.1 FEA Fundamentals (FAB 102 1386)

The Fibre Ethernet Access concept consists of two different solutions, Fibre Ethernet Home Access (FEHA) and Fibre Ethernet Business Access (FEBA). These two solutions are designed to give customers the possibility of broadband access to their homes using the Fibre and Ethernet Technologies. The FEA solutions (FEHA/FEBA) are solutions that target homes, SOHOs and small businesses and enterprises.

These Ethernet solutions may today involve the deployment of fiber right to the home or the office, or may involve copper Cat5 as the last drop.

Fiber is the ultimate solution and the only one that can supply the bandwidth required of the variety of multimedia applications developed in the future. The FEA networks provide full service transparency, where end-users can access any service from any terminal at any time.

This flow gives an overview of the Fibre Ethernet Access Network included in FEHA and FEBA. The individual elements and the tasks involved in the deployment of Fiber Ethernet Access Network are descrided. The flow is targeted towards all personnel that needs technical knowledge of the FEA on an overview level.

The flow explains the interconnections to other networks and the services and security aspects supported by the FEA.

The participants will be given an introduction to the management systems available for the FEA and the benefits with the systems.

5.1.1 Main Learning Objectives

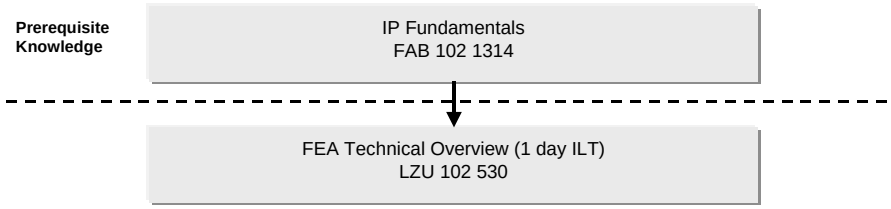
1. Describe fundamental principles of the FEA solution
2. Describe the FEA components
3. Describe the FEA quality of service and security aspects
4. Describe the PEM management system
5. Describe the functionalities of a basic FEA network

5.1.2 Prerequisites

Participants should have attended the training flow IP Fundamentals (FAB 102 1314).

5.1.3 Training Flow

FEA Fundamentals (FAB 102 1386)



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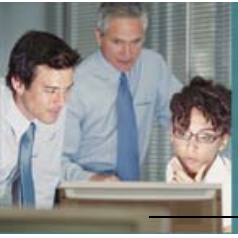


5.2 FEA Network Configuration (FAB 102 1388)

This flow is targeting the configuration needed for the different components included in the FEHA and FEBA solutions.

This training flow aims at technical personnel performing operation and maintainance of the FEA system.
The flow explains the interconnections to other networks and the services and security aspects supported by the FEA.
The course FEA User and Network Administration also describes user and network configurations and periodic maintenance procedures.

5.2.1 Main Learning Objectives

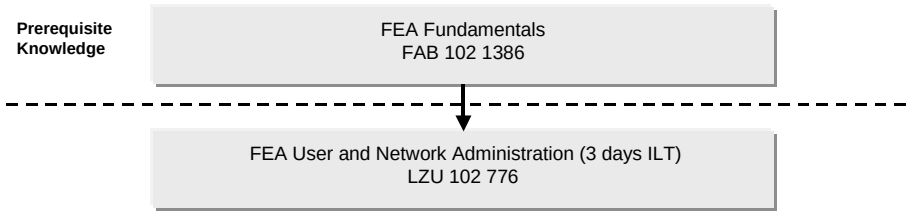
1. Perform security management
2. Perform end-user and service administration
3. Perform network administration
4. Perform fault management
5. Perform backup and software installation management
6. Perform performance management

5.2.2 Prerequisites

Participants of this flow should have completed the training flow FEA Fundamentals (FAB 102 1386).

5.2.3 Training Flow

FEA Network Configuration (FAB 102 1388)



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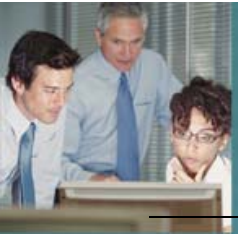


6 Ethernet DSL Access (EDA)

The Ethernet DSL Access concept utilizes switched Public Ethernet in the access network – as opposed to ATM. The Ethernet DSL Access concept deploys an “IP all the way” system supporting integrated high-speed always-on data services and H.323-based high quality Telephony over IP services (ToIP). This eliminates the need for splitters and filters, which are used in the roll-out of traditional DSL systems. A unique feature supported by Ethernet DSL Access is the scalability of the highly integrated Modem Pool, which is unprecedented.

6.1 Ethernet DSL Access (EDA) Fundamentals (FAB 102 1387)

The DSL training solution will give users the possibility of understanding how higher bit rates still using the existing copper access networks is possible. The solution targets access network operators having existing ATM access networks wanting to deploy an all IP solution.

This flow gives an overview of the Ethernet DSL Access (EDA) solution and the EDA components. It is targeted towards anyone that would need a technical overview of the EDA system.

The flow describes the quality of services and security supported by EDA. It also gives an introduction to the HP OpenView based Public Ethernet Manager (PEM) management system used for managing the EDA system.

6.1.1 Main Learning Objectives

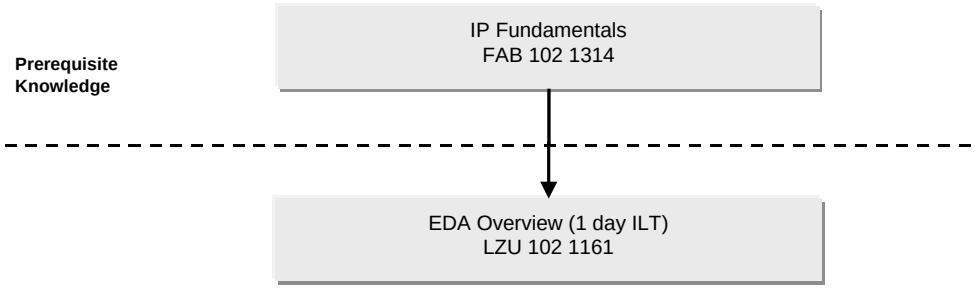
1. Describe fundamental principles of the EDA solution
2. Describe the EDA components
3. Describe service provisioning, QoS and security measures
4. Describe the PEM management system

6.1.2 Prerequisites

Participants of this flow should have completed the training flow IP Fundamentals (FAB 102 1314).

6.1.3 Training Flow

Ethernet DSL Access (EDA) Fundamentals (FAB 102 1387)



6.2 Ethernet DSL Access (EDA) Network Configuration (FAB 102 1389)

The job cathegories working with the configuration of EDA shall be seen as two main target groups.

- User and Service Administrators
- Network and System Administrators

Since the same personnel not necessarily handle the different tasks, this is reflected in the two courses listed in the training flows specified in the sections below.

This flow, and mainly the User and Service Administration track of the flow, gives the students the knowledge required to configure and manage the EDA solution. The Ethernet DSL Access (EDA) network and the Public Ethernet Manager (PEM) is covered and it provides the participants with the skills necessary to create and configure subscribers and Modem Pools, monitor alarms and generate reports.

The Network and System Administration track of the flow focuses more on providing the participants with the skills necessary to create subnets and VLANs for Ethernet switches and modem pools and to administrate user access to the

Public Ethernet Manager (PEM). This track enables the participants to perform network fault management, performance management and network system maintenance of the EDA solution.

6.2.1 Main Learning Objectives

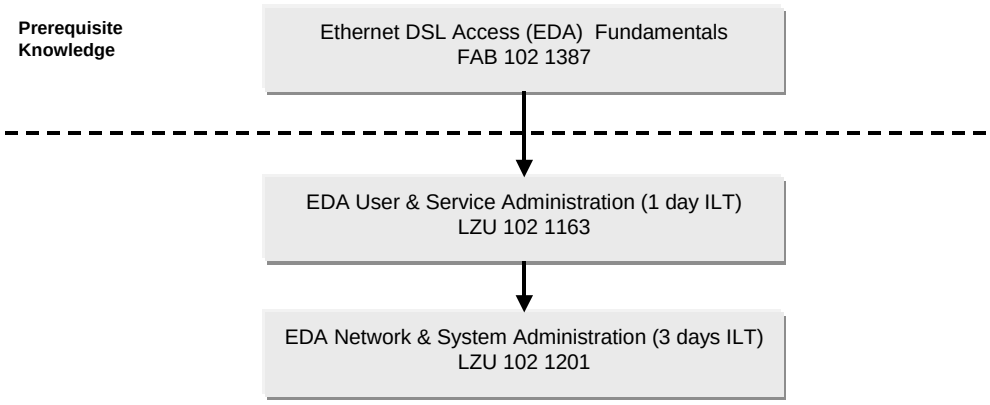
1. Configure end-user lines
2. Create services
3. Create and connect end-users
4. Create the access network
5. Install network elements
6. Perform system maintenance
7. Perform security management
8. Perform fault management
9. Perform performance management
10. Use filters and configure distributed networks

6.2.2 Prerequisites

Participants of this flow should have completed the training flow Ethernet DSL Access (EDA) Fundamentals (FAB 102 1387).

6.2.3 Training Flow

Ethernet DSL Access (EDA) Network Configuration (FAB 102 1389)



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7 ERX

7.1 ERX Configuration (FAB 102 1405)

This flow will consist of a workshop consiting of three days of hands-on configuration scenarios to familiarize the participants with deploying Juniper E-series (ERX) routers. The students will perform configuration exercises on ERX 1400 and 1440 routers positioned as edge devices on an active Juniper core network. After attending this course participants will be able to configure ERX routers as edge aggregation devices in a production network.

7.1.1 Main Learning Objectives

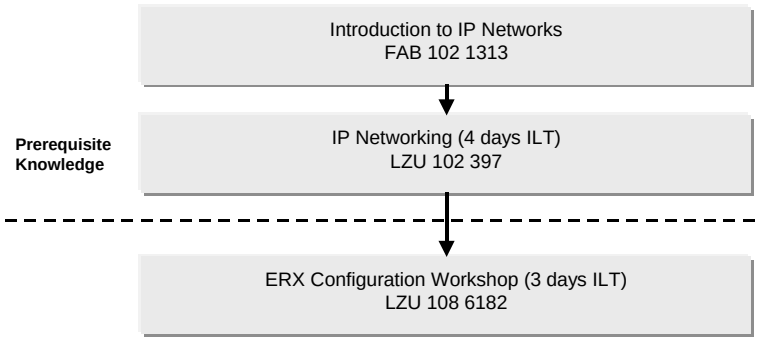
1. Build a baseline configuration for an ERX router
2. Configure Interfaces for communication with other network nodes
3. Enable Routing Protocols
4. Configure Virtual Routers for separation of customer traffic
5. Configure BRAS Functionality
6. Configure Other Services for customer traffic security

7.1.2 Prerequisites

Participants of this flow should have completed the training flow Introduction to IP Networks (FAB 102 1313) and the course IP Networking (LZU 102 397).

7.1.3 Training Flow

ERX Configuration (FAB 102 1405)



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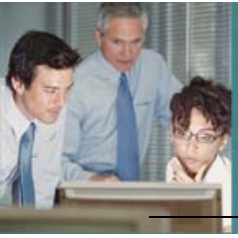


8 FEMA

8.1 Network Configuration – FEMA

The flow listed below is targeting the configuration needed of the different components included in the FEHA and FEBA solutions. Training for the 3PP products included will be attached as refences.

8.2 AXI 520/580 Network Configuration (FAB 102 1354)

This flow covers knowledge on how to operate the IP core network nodes AXI 520/580.

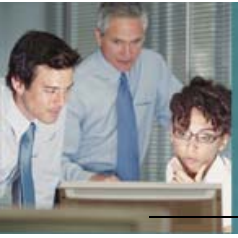
The course Ericsson AXI 520/580 Internet Engineer is an in depth study of the AXI 520/580 router product family and how these routers communicate via several protocols supported. It includes topics covering the configuration of routing protocols (RIP, OSPF, IS-IS, BGP), Routing Policy, Firewall Filters, and Class of Service. This course also includes a great deal of background theory pertinent to the technologies covered and hands-on exercises on these feature to give the students the knowledge and competence required to operate the AXI 520/580 routers.

8.2.1 Main Learning Objectives

1. Describe the hardware architecture and installation requirements of the AXI 520/580-series routers
2. Describe the JUNOS software architecture and upgrade process
3. Describe the JUNOS Command Line Interface and basic configuration
4. Configure Interior Gateway Protocols (RIP, OSPF, IS-IS)
5. Configure Border Gateway Protocol
6. Configure JUNOS Routing Policy
7. Configure Multi-protocol Label Switching and RSVP signaling protocol
8. Configure JUNOS firewall filters
9. Configure JUNOS supported multicast protocols

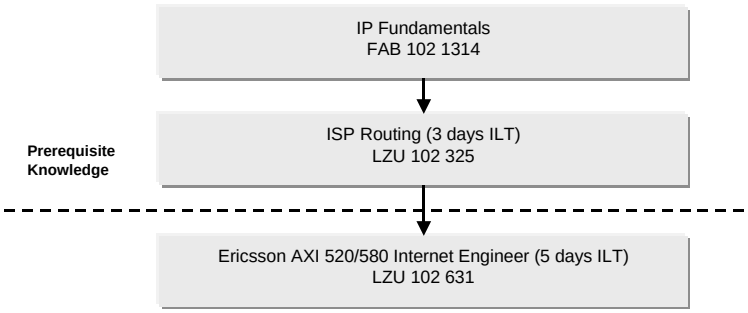
8.2.2 Prerequisites

Participants of this flow should have completed the training flow IP Fundamentals (FAB 102 1314) as well as the course ISP Routing (LZU 102 325).



8.2.3 Training Flow

AXI 520/580 Network Configuration (FAB 102 1354)



9 Multi Service Edge Device (MSED)

MSED is a complete low-density modular Multi Service Edge Device for small to medium enterprises.

9.1 Multi Service Edge Device (MSED) Fundamentals

This flow provides the participants with an overview of the Multi Service Edge Device (MSED) solution and the features included in the MSED solution.

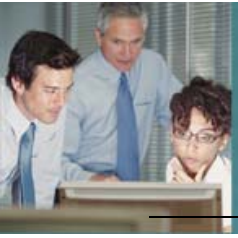
The course MSED Overview can be delivered as both Instructor-led Training (ILT) in a classroom environment or as Virtual Classroom Training (VCT) where students can attend the training from their own workplace over the web at a pre-designated day and time.

9.1.1 Main Learning Objectives

1. Describe fundamental principles of the MSED solution
2. Explain how the customer will benefit from investing in MSED.
3. Describe the MSED components.

9.1.2 Prerequisites

There are no prerequisites for this course.



9.1.3 Training Flow

Multi Service Edge Device (MSED) Fundamentals (FAB 102 1449)

MSED Overview (1 day ILT)
LZU 108 6205

Or

MSED Overview (1 day VCT)
LZU 108 6205/9

9.2 Multi Service Edge Device (MSED) Network Configuration (FAB 102 1450)

This flow provides the participants with skills needed to install a MSED and its various network solutions, and to perform a basic configuration. The course MSED Installation and Configuration involves lecture modules and hands-on lab exercises. The course is specifically intended to focus on the MSED installation and configuration.

9.2.1 Main Learning Objectives

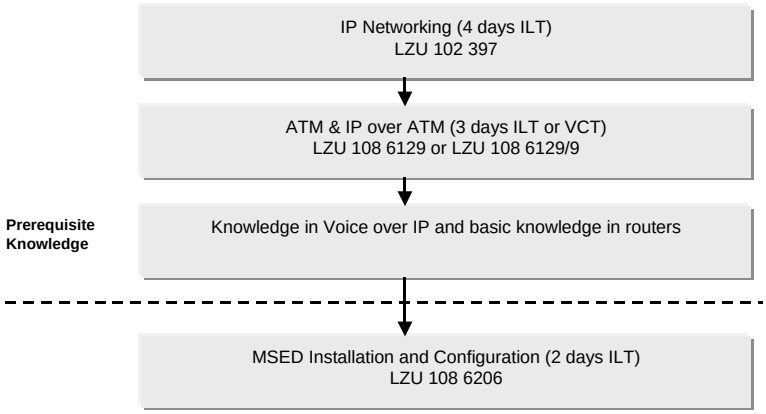
1. Give a general description of MSED and its purpose
2. Perform tasks required for installing the MSED at operators and end-users locations.
3. Perform tasks required for configuration of the MSED to the operators network
4. Perform tasks required for configuration of the MSED to the end users
5. Perform tasks required for software upgrading of the MSED.
6. Test the some MSED scenarios.

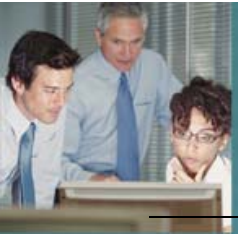
9.2.2 Prerequisites

Participants of this flow should have completed the courses IP Networking (LZU 102 397) and ATM & IP over ATM (LZU 108 6129 or LZU 108 6129/9, VCT version). Furthermore the knowledge of Voice over IP and basic knowledge about routers are an advantage.

9.2.3 Training Flow

Multi Service Edge Device (MSED) Network Configuration (FAB 102 1450)





10 Business Management

10.1 Executive Officers, Managers, Financial Mangers, Marketing, Sales, Business Managers & Team Leaders

10.2 Datacom Fundamentals Business Management (FAB 102 1390)

IP is the main technologies used within the Packet Backbone Network Solution. Besides ATM, IP is used more and more as backbone network technology in fixed and mobile network solutions such as WCDMA, ENGINE, GSM and GPRS. The following training flows will give non-technical staff the fundamental knowledge of how the underlying technology of IP is used within fixed and mobile solutions work as well as knowledge on the advantages with using the technology. The ATM course introduces knowledge useful in following the development towards IP for currently ATM based networks.

10.2.1 Main Learning Objectives

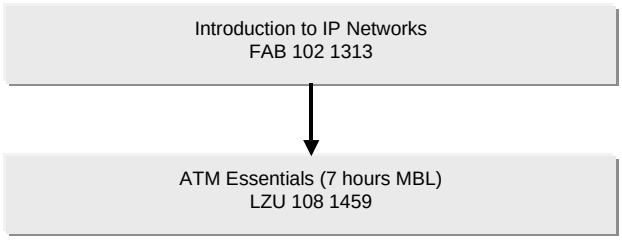
1. Understand the basics of Datacom Networking and Network Standards
2. Understand LAN and WAN concepts
3. Have knowledge on what transmission technologies that are used
4. Have knowledge on the Internet Protocol Suite
5. Have basic knowledge on Internetworking
6. Understand the basics of IP

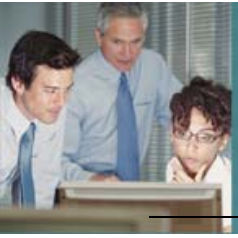
10.2.2 Prerequisites

There are no prerequisites for this training flow.

10.2.3 Training Flow

Datacom Fundamentals Business Management (FAB 102 1375)





11 Customer Care

11.1 Courses for Agents, Tele Sales and Help Desk personnel, and Team Leaders

This training course is targeted towards Agents, receptionists, telesales staff and helpdesk staff. Any position that involves direct contact with the customer, either by phone or e-mail inbound and outbound roles in contact/call centers.

It gives knowledge on how to answer any direct customer inquiry in a correct and professional manner. This course deals with how to handle customer calls, listening to customer inquiries, transferring calls, dealing with billing issues and listening to customer complaints and acting thereafter.

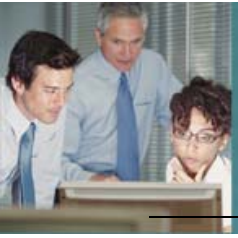
The Customer Care Professionalism is a training package built on a portfolio of various training modules. Modules are chosen depending of the profile of the target Customer Care organization. The Customer Care Professionalism will enhance the operation of your Customer Care organization through training of personnel on relevant tasks of operation.

11.1.1 Main Learning Objectives

This training package will help a call-center employee to answer direct customer inquiries in a technically correct and professional manner. It will also help you to fulfill your goal regarding "number of inquiries from customers solved at first contact".

11.1.2 Prerequisites

General PC knowledge is required to participate in this flow.

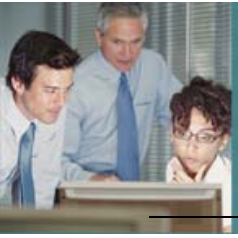


11.1.3 Training Flow

Courses for Agents, Tele Sales and Help Desk personnel, and Team Leaders

Customer Care Professionalism (2 days ILT)
LZU 108 3214

The Complete Team Leader Course (2 days ILT)
LZU 108 2049



12 How Do We Deliver?

12.1 Process

All customer orders are placed with the Ericsson CUSTOMER acount team. The local Ericsson team is in turn supported by a training co-ordinator team and competence consultant at the nearest Regional Training Centre.

The co-ordinator team has close relations with all training units within Ericsson. When an order is signed, the co-ordinators handle all preliminary course bookings and negotiate the cost for the complete offer. Once the training schedule is agreed upon, the co-ordinator does the final bookings and produces a complete scheme for all training. When the courses start, the co-ordinator monitors the implementation and corrects and adapts changes that might be needed.

12.2 Delivery Methods

The content of our training package is delivered via web-based learning product or an instructor-led learning product, or a complete training flow consisting of several learning products, web-based and/or instructor-led.

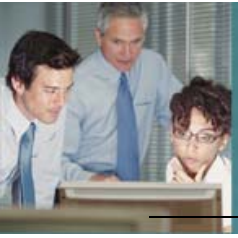
The instructor-led courses can be delivered at one of Ericsson's local or regional training centers, or at your premises.

Web-based learning products are delivered over the Internet, and can be linked into the customer's extranet. In addition, Ericsson offers connected services like access statistics, short articles and many more.

12.3 Delivery Requirements

The training flows contain courses with practical exercises using Ericsson equipment. When these practical courses are delivered at the customer's premises, the customer must provide suitable training equipment for the course.

Using equipment in an operational network is generally not recommended, as Ericsson can take no liability for courses using live equipment.



12.4 Responsibilities

Training at Ericsson Training Centers:

The Ericsson Training Center is responsible for booking of classrooms and training equipment, course invitations, course certificates,etc.

Training at your premises:

The organising Ericsson training center shall explicitely define the requirements of classrooms, equipment, etc. to the customer.

Your training organization is responsible for course invitations, booking of classrooms, equipment, etc. according to the instructor's requirements.

13 Prerequisites

As the requierements on prerequisite knowledge varies from individual courses, please have a look at the course descriptions for more specific information.

14 Related Services

Knowledge Step is a campaign to increase knowledge for a large number of people in an effective way, in a short time period, with high quality. It is a managed customised solution that can be used to increase knowledge in different areas. The service targets entire organizations and is scalable from 500 to 10 000 participants. It is easily tailored to the needs of different customers and target groups. The service obejctive is to increase the knowledge in a specific area for an entire organization or part of an organization in a limited time frame.

Competence Consulting is a service that evaluates the customer's competence and performance improvement needs, linking them to the customer's business goals. Using proven methods, Consultants assist executives, managers, and employees in the customer organization to achieve their full potential.The outcomes of this service include recommendations on complete and efficient solutions for competence development which are in alignment with business goals. The service can also provide the customer with job procedure definitions.The results of the service lead to higher performance levels and a more effective operational network and can also be used in such areas as career planning, recruitment and incentives planning.